

# **Microsoft**

## **MB2-713 Exam**

**Microsoft Dynamics CRM 2016 Sales**

**Questions & Answers  
Demo**

# Version: 9.1

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## Question: 1

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You create a personal view.

You need to ensure that both you and a coworker can use the view.

What are two possible ways to achieve the goal? Each correct answer presents a complete solution.

- A. Email the Fetch xml file.
- B. Share the view.
- C. Email a link from the Advanced Find ribbon.
- D. Assign the view.

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**Answer: BD**

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## Question: 2

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You have a Dynamics CRM organization that uses Microsoft Social Engagement.

You need to analyze the sales pipeline and the Social sentiment to watch for social trends that affect sales.

What should you do?

- A. Configure a link to CRM in Microsoft Social Engagement, and then build an interactive dashboard.
- B. Build a dashboard that has a chart for the pipeline and a widget from Microsoft Social Engagement.
- C. Build a multi-stream dashboard that has a global filter.
- D. Configure a link to CRM in Microsoft Social Engagement, and then build a personal view.

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**Answer: A**

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## Question: 3

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You have a Dynamics CRM organization that has more than 700 active goals.

At the end of each year, your company reevaluates each goal.

You need to identify which value of the goals must be configured manually.

Which value should you identify?

- A. Actual
- B. target
- C. Rollup Query - Actual
- D. In-Progress
- E. Rollup Query - In Process

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**Answer: B**

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**Question: 4**

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You need to create a goal that will show the previous seven days of activity.  
Which two actions should you perform? Each correct answer presents part of the solution.

- A. close the goal after seven days.
- B. Add a filter
- C. Set the Goal period as a Custom Period.
- D. Add a rollup field.
- E. Add a rollup query.

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**Answer: AC**

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**Question: 5**

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You work for a company named » Fabrikam, Inc.  
Fabrikam is acquired by a company named Contoso, Ltd. Both companies have different fiscal year ends.

The sales team at Fabrikam will be required to use a new fiscal year end at the end of the current quarter.

The Dynamics CRM administrator at Fabrikam updates the Fiscal Year Settings immediately.

You need to ensure that reports on if>.- goals use the Fabrikam year and until the end of the quartet  
What should you do?

- A. Run the Align with Fiscal Period action immediately.
- B. Recalculate the goals.
- C. Run the Align w.th Fiscal Period action after the quarter ends.
- D. Create new goals for the old fiscal period.

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**Answer: A**

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**Question: 6**

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You have Dynamics CRM organization that has 50,000 contacts in regions around the world.

Your job is to review the records of the contacts from three regions. The contacts in the three regions are managed by different account managers. You work with only one of the regions per day, updating the address information of the contacts in that region.

You need to view only the contacts from a specific region.

What should you do?

- A. Follow the contact records.
- B. Add access teams.
- C. Create a dashboard.
- D. Create personal views.

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**Answer: D**

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**Question: 7**

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You plan to export sales data that will be used in the annual report of your company. You need to provide a copy of some of the sales data to the company stakeholders. Which format can you use to export the data?

- A. Adobe PDF
- B. Microsoft Word
- C. Microsoft PowerPoint
- D. Microsoft Visio

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**Answer: A**

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**Question: 8**

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You are reviewing the sales pipeline of your Dynamics CRM organization. You need to identify which type of data is contained in the sales pipeline. What should you identify?

- A. the combined estimated revenue of all active quotes
- B. the combined estimated revenue of all open leads
- C. the combined estimated revenue of all open opportunities
- D. the combined estimated revenue of all open orders

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**Answer: C**

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**Question: 9**

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You have 20 sales representatives who each has a monthly goal that measures the number of phone calls made to their 10 key customers. The managers of the sales representatives want you to add parent goals that track this activity over the next three weeks for an internal competition. You need to use a parent goal to track the team score, and child goals to track the individual scores. Which two configurations should you perform? Each correct answer presents part of the solution.

- A. new child goals that all use the same rollup queries.
- B. Change the parent goal of each child goal.
- C. Create a parent goal that has a custom period of three weeks from today
- D. Change the manager of each child goal
- E. Change the goal manager of each child goal.

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**Answer: CD**

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